

**PATENT**

**MS303530.01/MSFTP471US**

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: June 29, 2007

/Rebecca Stanford /  
Rebecca Stanford

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Eric J. Horvitz, *et al.*

Examiner: Thjuan K. Addy

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED  
SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF  
AUTOMATION EFFICACY AND OPERATOR LOAD

**Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450**

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**REPLY TO OFFICE ACTION DATED MARCH 30, 2007**

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Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.